

Contactless Terms & Conditions

V3 14/07/2021

Definitions and Descriptions

In these Conditions 'the Company' means West Midlands Travel Ltd (National Express Bus)

For the purposes of these Terms and Conditions:

"we/us/our" refers to the Company

"you /your" refers to the person using a Contactless card/device

"Contactless" refers to a contactless payment method which can be a credit, debit, prepaid or charge card, sticker, mobile phone or other device that is used to make contactless payments and which can be used to pay for travel on our services.

"device" refers to a payment method that is not a credit/debit card. This includes mobile phones, smart watches, tablets and other electronic devices which allow payment to be made.

"Standard Fare Charge" refers to a penalty payment that is required when the correct fare is not paid. These are issues by our bus inspectors en route.

1. Introduction

1.1 These Conditions of Use apply to you when you are using a contactless payment card or device to pay for travel on West Midlands Travel Ltd. Services ('our services') where contactless is accepted. These Conditions of Use set out your rights and obligations when using a contactless payment card or device and apply in addition to the company's Conditions of Carriage, available on our website at nxbus.co.uk.

2. Using your contactless payment card or device

2.1 You can use your contactless payment card or device to pay for travel on our services where contactless is accepted. You may not be able to use contactless payment on certain special services. These may include school services, sporting or leisure event services or specific works services.

2.2 It is your responsibility to check the fare for your journey before you travel.

2.3 When you touch your contactless payment card or device on the red dot on the reader, you are giving authorisation for the cost of your journey, including any maximum fares or unpaid fares, to be charged to your card account.

2.4 You must let an authorised member of staff or a police officer inspect your contactless payment card or device at any time during your journey if asked to do so. You may be asked to touch your card or device on their portable card reader as part of their inspection or to state the last 4 digits of the card number for a physical card or the 'Device Account Number' for Apple Pay or 'Virtual Account Number' for Android Pay, if requested to do so.

2.5 Only one person at a time can use a contactless payment card or device for travel. Only the passenger who makes the first transaction of the day can use that card or device for travel for the rest of the day.

2.6 You must touch your contactless payment card or device on the red dot on the reader at the start of each journey.

2.7 You should touch only the card or device you want to pay with on the reader.

2.8 An illuminated arrow on the reader means that it is ready to check your contactless payment card or device. If the reader is not illuminated or is displaying a red screen, the reader is not ready to accept contactless payment. You may need to find an alternative method of payment.

2.9 A green screen, accompanied by a positive beep, means that your contactless payment card or device has been accepted for travel. A red screen, accompanied by a negative beep, means your contactless payment card or device has been rejected. You do not have the right to travel until either your contactless payment card or device has been accepted or you have paid for your journey by a different means.

2.10 If you do not tap your contactless card or device correctly and your payment doesn't register, when a bus inspector boards you will be liable to pay the Standard Fare Charge.

2.11 If you have more than one contactless payment card or device and wish to get capped correctly, you must use the same card or device for any further journeys that week (Monday to Sunday).

2.12 Damaged contactless payment cards or devices may not be accepted.

2.13 When you touch your contactless payment card or device on the red dot on the reader, you are authorising West Midlands Travel Ltd. to charge the cost of your journey, including any unpaid fares, to your card account.

2.14 The amount charged to your contactless payment card account will be the fare(s) appropriate for the services and areas used and/or any unpaid fares owing.

2.15 If your card is declined when we submit it for payment, you will not be permitted to travel using the contactless payment card or device that has unpaid fares against it until the amount owed has been paid in full.

2.16 If you are found not to have touched in at the start of your journey or if the battery on your device runs out and your payment cannot be verified by an inspector, you will be liable to pay the Standard Fare Charge.

3. Refunds on contactless payment

3.1 If you have used your contactless payment card or device in error or have paid more than the required fare, we may refund the amount paid subject to you having touched in as required.

3.2 To apply for a refund, after 2 working days and within 8 weeks of making a journey, you should contact our team at nx.contactless@nationalexpress.com. We will not be able to refund any overpayment until the original transactions have cleared.

3.3 Refunds are at the sole discretion of West Midlands Travel Ltd.

3.4 It is the responsibility of the customer to ensure that they have used the same payment card/device on all travel within the payment period. No refunds will be issued for overcharges caused by multiple payment methods.

3.5 Useful contacts Sales Team National Express House, Digbeth, Birmingham, B5 6DD 0121 254 7272. Contactless information www.nxbus.co.uk/west-midlands/contactless nx.contactless@nationalexpress.com. West Midlands Travel Ltd. reserves the right to amend these Conditions at any time. The most up to date version can be found online at www.nxbus.co.uk.